

# Complaints Procedure

We are committed to helping students in any way that we can. If you are experiencing a problem, please let us know. We will not be angry and you should never be afraid to tell us.



All complaints will remain confidential.



We keep a written record of all complaints



Any time you make a complaint, whichever stage it reaches, we promise that you will always be treated in a fair, and positive way at OISC.

## ➔ Stage 1

If you have a problem with...

**Lessons:** please speak to **Kim**.

**Accommodation:** please speak to **Emanuela or Ben**.

**Anything else:** please speak to your **Personal Tutor**.

We hope that your problem will be solved at this stage, but if not, please continue to stage 2.

## ➔ Stage 2

If your problem **has not been solved**, you should speak to **Ben, the Principal**.

Ben will **meet with you** to discuss your complaint in person and may speak to your **parents or agent** at this stage. Notes of all meetings will be kept. You can ask to see these notes at any time.

When the Principal has all the facts, he will **make a decision** and will **let you and your parents/agent know about it in writing**.

If you are still not happy with the decision...

## ➔ Stage 3

If you reach this stage, you will be introduced to an independent adjudicator (**someone who does not work at OISC**) to discuss your complaint privately.

They will decide what happens next. This could be a **formal hearing**. You can bring **one other person** to this (this could be a **teacher, friend, or family member**). This is **not a legal hearing**, so don't worry!

Hopefully, your problem will be solved after the hearing, but if **more time** is needed, the adjudicator will decide what happens next.

**Within 28 days** a final decision will be made and a letter sent to your parents/agents and OISC.